

Western States Training Conference

Las Vegas, Nevada
Law Enforcement
and Fire Science Training Classes
December 1-5, 2014 & December 8-12, 2014

Course Name	Seminar ID #	Start	End	Fee
Drug /Narcotics Investigation: Legal Issues and Best Practices	12396	Dec 1	Dec 2	\$295
School Violence, Safety & Security Conference	12408	Dec 1	Dec 3	\$325
Kinesic Interview Phase I & II	12392	Dec 1	Dec 5	\$525
Detective & New Criminal Investigator	12393	Dec 1	Dec 5	\$475
Internal Affairs Conference & Certification	12394	Dec 1	Dec 5	\$595
New Fire & Arson Investigator Academy	12395	Dec 1	Dec 5	\$475
Legal & Liability Management for Tactical, SWAT & Emergency Response Operations	12397	Dec 3	Dec 4	\$295
Legal & Liability Issues in Schools	12398	Dec 4	Dec 5	\$295

Electronic Evidence Conference	12406	Dec 8	Dec 10	\$350
Death and Homicide Conference	12399	Dec 8	Dec 12	\$525
Use of Force	12400	Dec 8	Dec 12	\$525
Hostage Negotiation Phase I & II	12401	Dec 8	Dec 12	\$525
Leadership Institute & Certification	12402	Dec 8	Dec 12	\$525
Fire / Arson Investigator Conference	12407	Dec 8	Dec 12	\$495

~ 2 WAYS TO REGISTER ~

Online: www.patc.com - Follow the Eagle!

Phone: 1-800-365-0119 - Our representatives will gladly assist you



College Credit Hours Option
Contact :
criminaljustice@bethelu.edu



Public Agency Training Council

5235 Decatur Blvd
Indianapolis, Indiana 46241

Phone: 1-800-365-0119

Fax: 317-821-5096

Email: information@patc.com

Visit us on the Web at:

www.patc.com

September 15 & 16, 2014 • Boise, Idaho

Public Agency Training Council

Jim Alsup, Director



National Criminal Justice
Public Safety Continuing Education

Sponsored By:
Ada County Sheriff's Office
Boise, Idaho

NOTE: Idaho Attendees Will Receive IDAHO P.O.S.T. Credit.

Training Seminar Crisis Communications for Dispatchers

Instructor:
Kelly DeVoll

Lieutenant DeVoll is a 22 year veteran of law enforcement and began his career with the Jefferson County Sheriff's Department, Texas in May 1989. Since entering law enforcement Lt. DeVoll has served as a Corrections Officer, Patrol Officer, D.A.R.E. Officer and Supervisor, SWAT Operator, Forensic Crime Scene Supervisor, Patrol Sergeant, School Resource Officer, and Law Enforcement trainer. Lt. DeVoll has been teaching law enforcement courses since 1992.

Lt. DeVoll is currently serving as the Georgetown, Texas Police Department's Professional Standards Division Commander, Lead Firearms Instructor, and Emergency Response Team Commander. Lt. DeVoll was responsible for the development of the tactical team at Georgetown Police Department and has served as tactical commander for the Department since the inception of the team in 2000.

Lt. DeVoll teaches law enforcement courses and Crisis Communications for Dispatchers throughout the year and makes several public speaking engagements as well. Lt. DeVoll has taught throughout the United States and Canada.

September 15 & 16, 2014
Boise, Idaho

Register online at: www.patc.com

Crisis Communications for Dispatchers

Course Objectives

Today, approximately 85% of the U.S. is covered by a 9-1-1 system. It is estimated that 99% of the adults living in these covered regions are aware that they should dial “9-1-1” in the event of a crisis situation or medical emergency. Today, emergency telecommunicators (also referred to as dispatchers”) are experiencing an ever-increasing volume of calls, and many of those calls involving some type of critical incident. Various factors such as a rise in domestic violence and other troubling issues, “post 9/11”, higher public expectations, and more have caused this increase.

The need for Crisis Communication Training for emergency telecommunicators is unquestioned. Telecommunicators are best described as the “crisis negotiator” or as the “first person” on the scene of every incident. They perform a complex and stressful job function within law enforcement that range from handling various types of crisis and emergency incidents to performing administrative support tasks.

Telecommunicators must perform these functions while remaining calm, focused, as well as ensuring the safety of the caller and responding personnel. The outcome of emergency situations will depend on the questions asked, the decisions made, and the actions taken.

Telecommunicators are often exposed to a variety of emotions from emergency calls. Remaining poised and calm allows the telecommunicator to be in control of situation. The methods for handling callers in different crisis situations will be discussed throughout this course.

Seminar Agenda Crisis Communications for Dispatchers

September 15 & 16, 2014 • Boise, Idaho

Monday, September 15, 2014

8:00 a.m.– 8:30 a.m.	Registration
8:30 a.m.—12:00 p.m.	Crisis Intervention & Management
12:00 p.m.– 1:00 p.m.	Lunch (On Your Own)
1:00 p.m.– 3:00 p.m.	Crisis Communication Skills
3:00 p.m.– 4:30 p.m.	Angry and/or Difficult Callers

Tuesday, September 16, 2014

8:00 a.m. – 9:30 a.m.	Mental Impairments
9:30 a.m.– 11:30 a.m.	Suicide Intervention
11:30 a.m.– 12:30 p.m.	Lunch (On Your Own)
12:30 p.m.– 2:00 p.m.	Family Violence (Domestic Violence Intervention)
2:00 p.m.– 4:30 p.m.	Hostage & Barricade Incidents
4:30 p.m.	Certificate Presentation

Cut Along Dotted Line

3 Ways to Register for a Seminar!

1. **Online Registration** at www.patc.com —Yellow/Blue link in corner
2. **Fax Form** to Public Agency Training Council **FAX: 1-317-821-5096**
3. **Mail Form** to

Public Agency Training Council
5235 Decatur Blvd
Indianapolis, Indiana 46241

Federal ID# 35-1907871

*** **Pre-payment is not required to register** ***

Upon receiving your registration we will send an invoice to the department or agency .

Checks, Claim Forms, Purchase Orders should be made payable to:

Public Agency Training Council

If you have any questions please call
317-821-5085 (Indianapolis)
800-365-0119 (Outside Indianapolis)



Seminar Title:	Crisis Communications for Dispatchers	Seminar ID #12477
Instructor:	Kelly DeVoll	
Seminar Location:	Ada County Sheriff's Office Training Annex 7180 Barrister Drive, Entrance 3 Boise, ID 83704	
When:	September 15 & 16, 2014	Note: To receive discount room rates, identify yourself with PAC .
Registration Time:	8:00 A.M. (September 15, 2014)	
Hotel Reservations:	Candlewood Suites 700 N Cole Road Boise, ID 83704 1-208-322-4300 \$67.00 Studio (plus tax)	
Registration Fee:	\$295.00 Includes Hand-outs, Crisis Communications for Dispatchers Manual, Coffee Breaks, and Certificate of Completion.	

Names of Attendees 1. _____

2. _____

3. _____

4. _____

Agency _____

Invoice To Attn: _____
(Must Be Completed)

Address _____

City _____ **State** ____ **Zip** _____

Email _____

Phone _____

Fax _____